



# ALWIN JAMES

## MULTI PROPERTY GENERAL MANAGER

Grand Sunshine Resort & Convention, Bandung, Indonesia

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Customer driven, quality focused Manager with an outstanding record of success in managing hotel operation. History of providing clear vision and direction to drive with strong business acumen and analytical skills underscored by a positive hands-on management style and innovative approach. Highly successful people manager, skilled in empowering team members to perform at peak levels.

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### CORE COMPETENCIES

- 24 years of hospitality experience with world's leading hospitality brands
- 17 years of Marriott International exposure
- 4 pre-opening exposures in different hierarchy
- Excellent in team building and people management
- Excellent in communication, organizing, follow-ups, time management
- Skilled in taking strategic decisions with long term positive impact in mind
- Result oriented with proven track record of positive impact on the P&L
- Excellent in improving products, services and implementing measurable control strategies
- Confident in problem solving and decision making

### AWARDS & NOMINATIONS

- Nominated by General Manager for [Marriott International Middle East & Africa Continent SABRE award 2015 \(Best Overall Performing Manager\)](#)
- Awarded [Best Department of the Year 2014](#) in JW Marriott Kuwait City for Food & Beverage Department (As Acting Director of F&B for JW & Pre-Opening Residence Inn Kuwait)

- Awarded [Best Department of the Year 2013](#) in JW Marriott Kuwait City for Food & Beverage Department (As Acting Director of F&B)
  - Awarded [GM Special Award](#) for outstanding overall performance in [2013](#) (As Director of Restaurants)
  - Awarded [Mustang Manager 2<sup>nd</sup> Quarter 2013](#)
  - Awarded [Best Department of the Year 2012](#) in JW Marriott Kuwait City for Food & Beverage Department (As Director of Restaurants – In charge F&B Department)
  - Nominated for [Mustang Manager of the 1<sup>st</sup> Quarter in 2007](#) at the JW Marriott Kuwait. (As Senior Restaurants Manager)
  - Awarded [GM Special Award](#) for outstanding overall performance in [2006](#) (As Senior Restaurants Manager)
  - Nominated [Mustang Manager for 4<sup>th</sup> Quarter in 2005](#) by Director of Operations at the JW Marriott Kuwait. (As Restaurants Manager)
  - Awarded [Employee of the Month in 2000](#) for outstanding performance and dedication at the Hilton Al-Ain. (As Restaurant Captain)
  - Awarded [Champion of the Year 1997](#) for outstanding performance and dedication at the Hilton Al-Ain. (As a Waiter).
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## CAREER PROGRESSION

**VICE PRESIDENT, Grand Sunshine Resort, Bali Sunshine, Bali Sunshine Resto Indonesia.**

**December 2020 till Date – Reporting to Managing Director**

**Current Job Details:** – Operate three hospitality units with one General Manager and one Resort Manager directly reporting to me. Implement and monitor efficiency in all three units for better profitability. Give clear vision and direction to reporting heads for better sales growth. Set clear targets and goals for each of the unit for better accountability. Repair brand image to create long term customer satisfaction, enhancing value to customers, owners and associates.

**Achievements:**

- First ever [Agoda Customer Review Award 2021](#) with 9.3 score since hotel opened
- Hotel received its [first TripAdvisor Traveller's Choice 2021 award](#)
- Successful opening of Bali Sunshine Resort and Bali Sunshine Resto
- 2021 Ramadan Iftar [revenues grew by 115%](#) compared to 2019 pre-covid period
- First among the rest to get CHESE certified and get all associates 100% vaccinated
- Operated the properties without owner's financial assistance during Covid-19 crisis

**GENERAL MANAGER, Grand Sunshine Resort & Convention, Bandung, Indonesia.**

**January 2020 till November 2020 – Reporting to Managing Director**

**Job Details:** – Manage and operate a premium 4 star luxury resort and convention center with 150 guest rooms and private villas with hot water whirlpools and swimming pools with an extensive kids activity zone comprising of aqua amusement kids water sports,

mini zoo with varieties of birds and animal species. Convention zone includes 3600 m2 of events space with largest ballroom in south Bandung and 10 meeting rooms. Resort also boasts of an ultra-modern Karaoke Lounge with four private karaoke zones, 3 restaurants and a 24 hours room service with private butler facility in all suite rooms including Presidential Suite.

**Achievements:**

- Implemented Direct Booking Engine, which resulted in **saving \$15K per month** from OTA commissions
- Re-structured Food & Beverage Operations with major wedding segment focus
- **Expansion** with **additional 90 rooms** to meet the additional rooms demand
- **Expansion** of meeting space with **additional 1,600 m2** to meet the additional MICE segment demand

**DIRECTOR OF OPERATIONS, JW Marriott Medan, Indonesia.**

**September 2017 till September 2019 – Reporting to General Manager**

**Achievements:**

- **Number one** in **Rooms Upsell** in 2018 for whole of Indonesia with 2.37% impact on RevPAR Index
- **Associate Engagement Survey score of 96%** in 2018
- Two consecutive **successful Brand Standard Audits** as DOPs
- Marriott Reward Enrollment **highest** in Indonesia
- **YOY growth of 12.5%** in Elite Member appreciation
- **Achieved 25% YOY growth in Mooncake sales.**
- **Achieved 29% YOY growth in Buka Puasa (Iftar) revenues during Ramadan.**
- Driven Food & Beverage **revenue by 51% in 3 years.**

**DIRECTOR OF FOOD & BEVERAGE, JW Marriott Medan, Indonesia.**

**August 2015 till August 2017 – Reporting to General Manager**

**Achievements:**

- F&B 2016 FY revenue **increased by 10 % above budget** and **34.1 % above last year**
- In 2016 number of weddings **increased by 24 %** compared to last year.
- In 2016 total banquet revenue **increased by 40.6 % compared to last year.**
- Chinese New Year 2016 revenue in Chinese Restaurant **increased by 52 %** above budget and **60 % above last year**
- Ramadan 2016 revenue in Main Dining Restaurant increased **by 66 % above last year**

**DIRECTOR OF RESTAURANT, JW Marriott Kuwait City.**

**August 2011 till July 2015 – Reporting to General Manager**

### **Achievements:**

**GSS Score**– 2013 Overall Restaurant Quality of Service 87.4 % **Rank Number One** in Middle East & Africa

**GSS Score**– 2013 In-Room Dining Quality of Service 90 % **Rank Number One** in Middle East & Africa

**GSS Score**– 2013 Lobby Lounge Quality of Service 88.4 % **Rank Number One** in Middle East & Africa

**ES (Associate Engagement Survey 2013)** achieved **100% in all the four outlets**

**Brand Standard Audit**– **100 % score** achieved in Food & Beverage Service Execution

**Revenue**– **Increased by 8 %** above the budget (2010 – 2011) **Flow Thru**–**103.89%**

**Revenue**– **Increased by 8 %** above the budget (2011 – 2012) **Flow Thru**–**104.33%**

**Revenue** – **Increased by 4%** above the budget ( 2012 – 2013) **Flow Thru**–**102.94%**

**FOOD AND BEVERAGE MANAGER, Marriott Executive Apartments, Bahrain**

**May 2008– July 2011 (Pre & Post Opening Team) – Reporting to General Manager**

### **Achievements:**

**GSS Score**– Overall Restaurant Quality of Service 79.5% **Rank Number One** World Wide out of 16 MEA properties against the brand average of 66.2%

**GSS Score**– Overall In-Room Dining Quality of Service 87.3% **Rank Number One** World Wide out of 16 MEA properties against the brand average of 72.3%

**ES (Associate Engagement Survey)** **92 % in 2009** and **94 % in 2010**

**Revenue**– Increased by **115 % above the budget** in the year 2009 and **55% above the budget** in the year 2010 with record profits.

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### **EDUCATIONAL QUALIFICATIONS**

**Bachelor's Degree in Hotel Management and Catering Technology**– 1993 to 1996

From Mangalore University India. Approved by All India Council of Technical Education

### **PERSONAL DETAILS**

Date of Birth	:	04.10.1969	Height: 174 cms	Weight: 69 Kg
Nationality	:	Indian	Passport Number:	Z3082302
Languages	:	English   Hindi   Kannada   Tulu   Arabic (Basic Conversation)		

### **REFERENCE**

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